

SERVICE USER'S GUIDE TTM HEALTHCARE Ltd.

The Service User's Guide should be read in conjunction with the Statement of Purpose.

1. Nursing Agency

TTM Healthcare acts as an Employment Business and Employment Agency for the recruitment of Nursing staff within the UK, Ireland and internationally

2. Organisational structure and General Staffing Arrangements for the Agency

Name of Responsible Person: Paula Mc Donnell, Managing Director

Nurse Manager: Genevieve Gavin RMN

TTM Healthcare has a clear management structure, that identifies roles and responsibilities for staff working for the Nursing Agency.

Paula Mc Donnell, Managing Director, TTM Healthcare, is the Registered Person (RP) who oversees the management of the Nursing Agency. She ensures that a Registered Nurse is responsible for the recruitment including interviews, overseeing placements, and carrying out nurse appraisals. She is kept abreast of developments and updates on a regular basis.

Cliona O'Gara, Business Manager, Medical & International reports directly to Ms Mc Donnell the RP. Cliona has line management responsibility for Genevieve Gavin, Registered Nurse Manager (RNM) and Jane Boland Principal Recruitment Consultant. She has regular meetings with the staff, provides guidance and advice as well as ensuring that best practice is engendered from TTM UK. She carries out an internal monthly inspection of the Nursing Agency monthly and reviews the quality monthly reports.

Genevieve Gavin (RNM, employed since May 2021) ensures the nursing agency delivers services in line with legislative requirements DHSSPS Minimum Standards 2005, professional body regulations and best practice. Genevieve interviews nurses as well as supporting them in placements, sources training and carries out reviews/appraisals with nurses. She carries out NMC compliance checks and prepares the monthly quality reports. She supports Jane Boland in her role as recruitment officer and in dealing with day-to-day operational issues. The RNM's NMC registration is checked monthly and is available to RQIA on request.

Jane Boland, Principal Recruitment Consultant, is the key recruitment consultant, who is responsible for introducing nurses to the Nursing Agency, following up on recruitment requirements, training as well as assisting with nurse placements and assignments. Jane deals with day-to-day nonclinical queries regarding the nurses. She maintains the RDB internal database including capturing feedback from nurses and clients. She carries out regular compliance checks.

ANOTHER – current vacancy

There is currently a vacancy for a Compliance/Clerical Role on the recruitment side.

Range of qualifications of nurses & settings to which they are supplied (See Appendix A this is updated Jan each year)

3. Procedures for supply and placement of nurses

Nurses are recruited in line with recruitment policy and are placed in suitable placements, based on their level of experience and skills.

4. Arrangements for obtaining the views of patients and people who use the services

TTM Healthcare strives to capture timely feedback from nurses, clients, other key stakeholders including training providers and TTM core staff. This feedback is key to informing our continuous quality improvement processes. NB: Due to Covid 19 from March 2020, face to face meetings, training, appraisals etc, were carried out remotely. It is also worth noting that there were unprecedented pressures on healthcare systems and feedback was limited

due to availability of core nursing staff and clients (Health Trusts).

To this end, feedback is sought via the following methods:

- Telephone conversations with nurses and clients, which are logged on RDB
- Text and email messages from nurses
- Email correspondence from clients and trainers
- Evaluation from nurses at training
- Feedback from nurses at reviews and appraisals

A survey is currently being compiled to evidence feedback from clients and nurses.

5. Results of patient and service user satisfaction surveys

Feedback from clients and service users informs the annual review of services and relevant reviews of policies and procedures and timely follow up is actioned. Reference is also noted to general or specific feedback in the quality monthly reports.

6. Confidentiality, compliant with the NMC Code

TTM Healthcare fully endorses the need for confidentiality in line with the NMC Code:

Respect people's confidentiality - You must respect people's right to confidentiality.

You must ensure people are informed about how and why information is shared by those who will be providing their care.

You must disclose information if you believe someone may be at risk of harm, in line with the law of the country in which you are practising.

7. Arrangements for inspection of the nursing agency and how to access RQIA inspection reports

The Registered Person, the Business Manager, Medical and International and the Registered Nurse Manager, are available to RQIA via email

Rgia@Ttmhealthcare.com

Paula.mcdonnell@ttmhealthcare.com

Cliona.OGara@ttmhealthcare.com

Genevieve.Gavn@ttmhealthcare.com

Or by telephone: +44 2890 995166

In addition, the Business Manager, Medical and International carries out a monthly review of operations within the Agency, reporting directly to the RP via the monthly quality report.

Previous RQIA Inspection reports are retained securely by TTM in line with statutory retention periods.

8. Arrangements that will apply during the sickness and other absence of a nurse supplied by the nursing agency

We operate a 24 hour on-call system and are always on hand to deal with issues/concerns.

It is our policy that the Registered Person make plans with the RNM for the efficient running of the service during the RNM's absence:

- They will know the RNM will be away from work (for example on holiday); and/or
- Might expect to be away from work at some time but do not know when it will be (for example on sick leave).

The service will also consider how any temporary RNM will get the supervision and advice they need. They may decide that they or the registered manager can provide this.

The temporary Nurse Manager does not need to have all the qualifications, skills and experience expected of an RNM. Covering management duties provides valuable, practical development opportunities for a Nurse Manager.

Where the RNM proposes to be absent from work concerning the nursing agency for a continuous period of 28 days or more, the Registered Person shall give notice in writing to RQIA of the proposed absence and arrangements for managing the nursing agency, for approval by RQIA. This can be completed via the RQIA portal - <https://www.rqia.org.uk/guidance/guidance-for-service-providers/web-portal/>

In all circumstances, the RNM will provide the necessary notice period as required by the regulations.

If a Locum nurse is unable to attend work, they will telephone the 24hour on call system who will liaise with the relevant Trust booking office.

9. How to access services provided by the nursing agency

You can access TTM services in a number of different ways

a. Via our website at www.ttmhealthcare.co.uk

b: By phone on 02890995166

c: By email at ninursing@Ttmhealthcare.com

10. General terms and conditions for receipt of services provided by the agency

For details of our terms and conditions, please click [here](#).

11. Costs of services

Please refer to our terms of business as agreed with your organisation for the fees associated with using TTM's services.

12. Response times to requests for services

We aim to acknowledge all requests as quickly as possible or at minimum on a same day basis.

The Service User's Guide is reviewed annually in January of each year.

Reviewed: 31st January 2023

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